

Figure 1

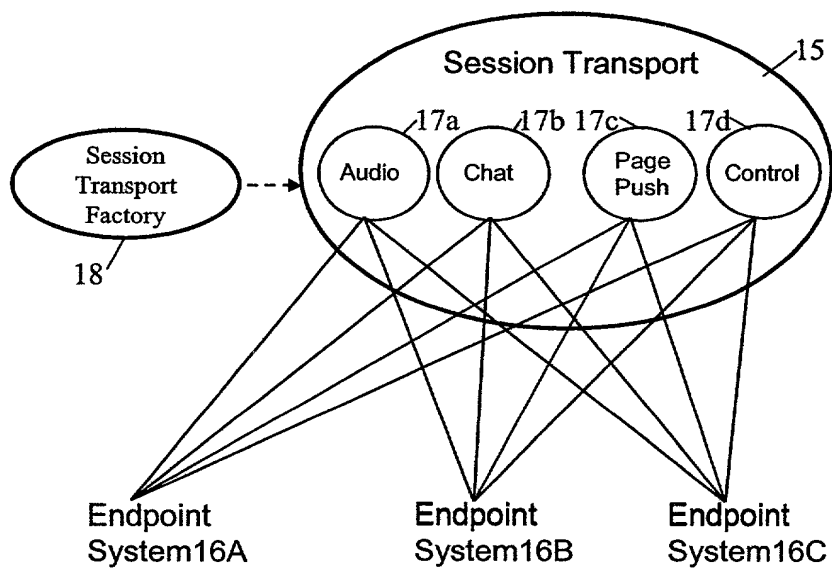


Figure 2

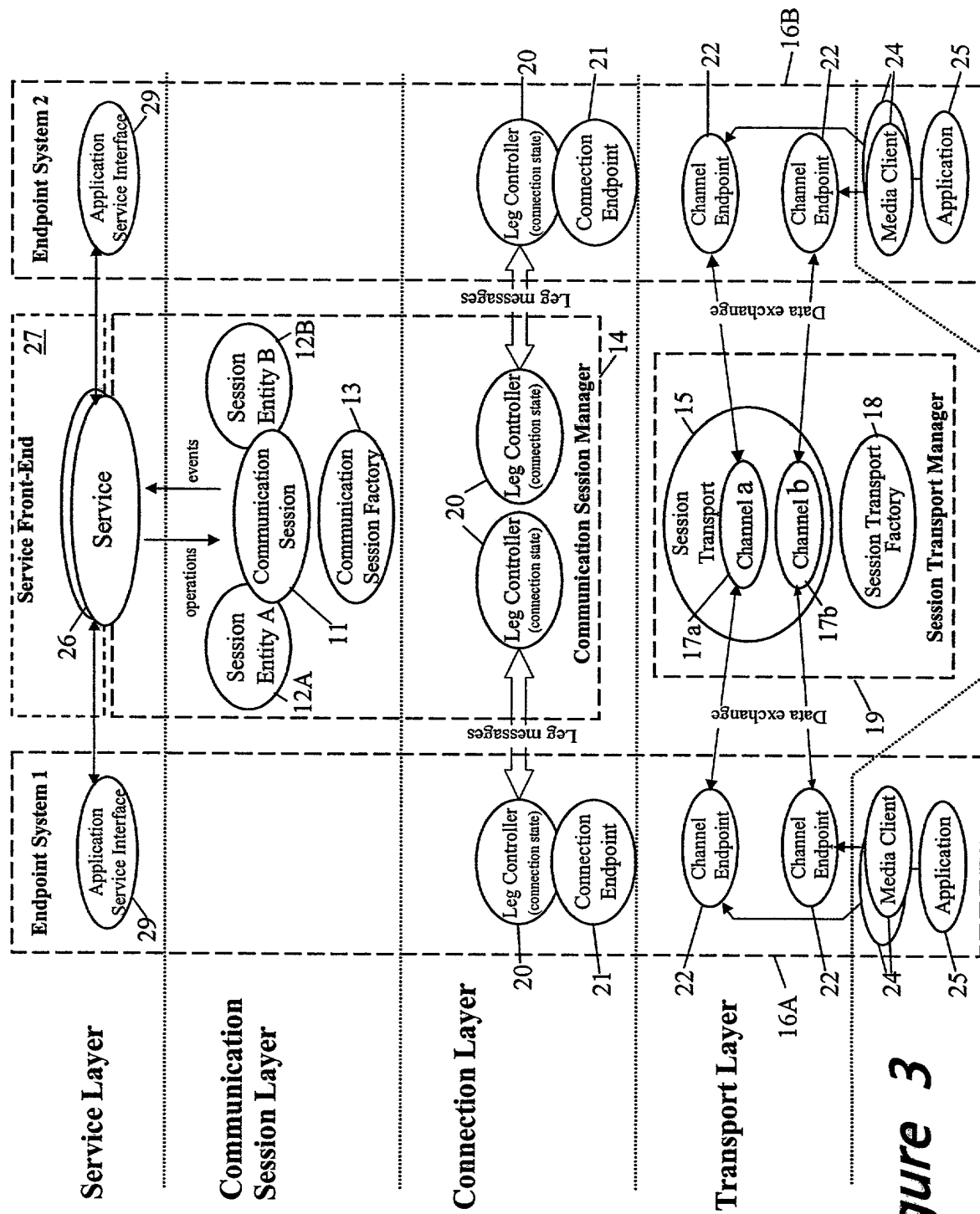


Figure 3

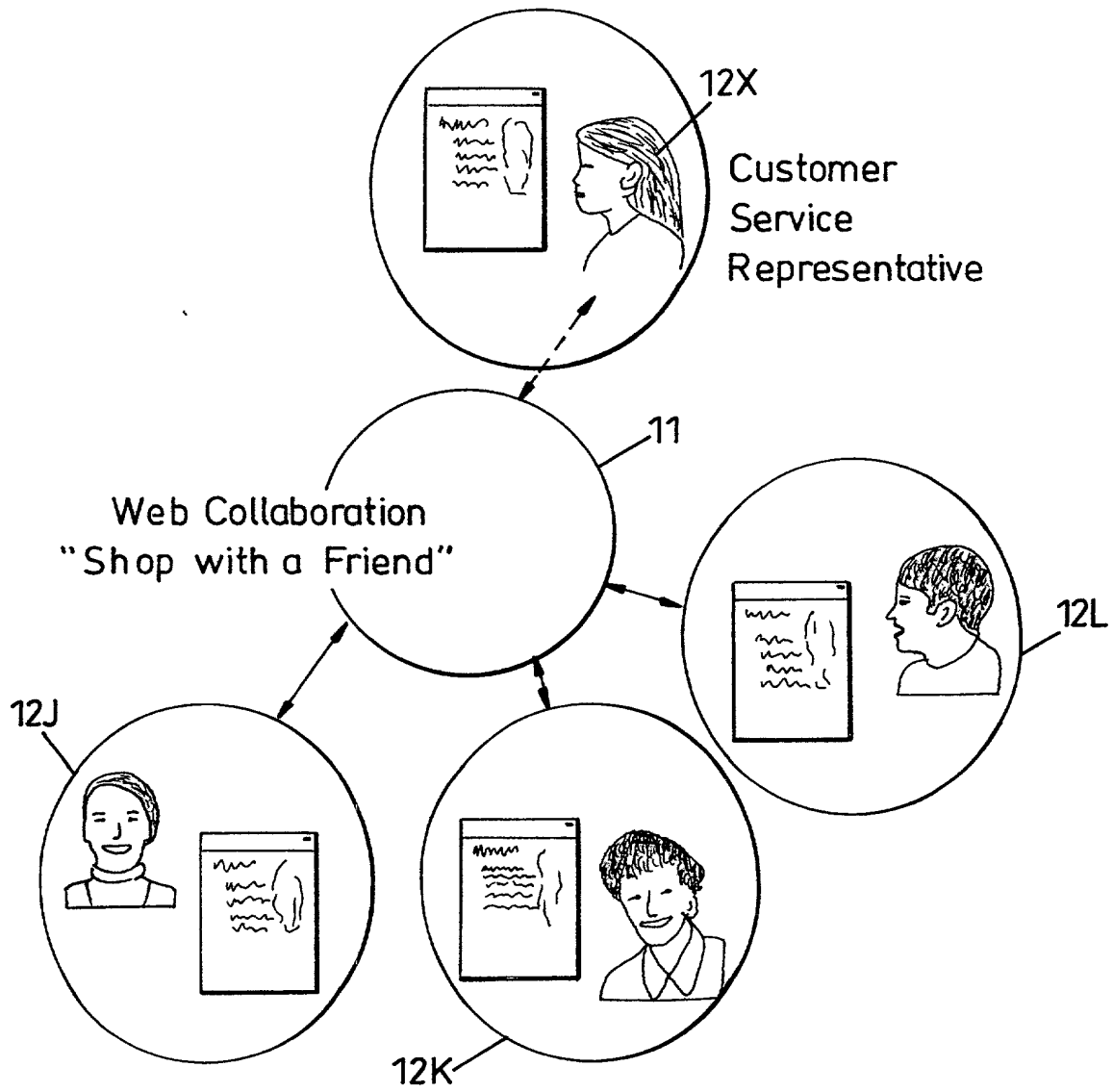


Fig. 4

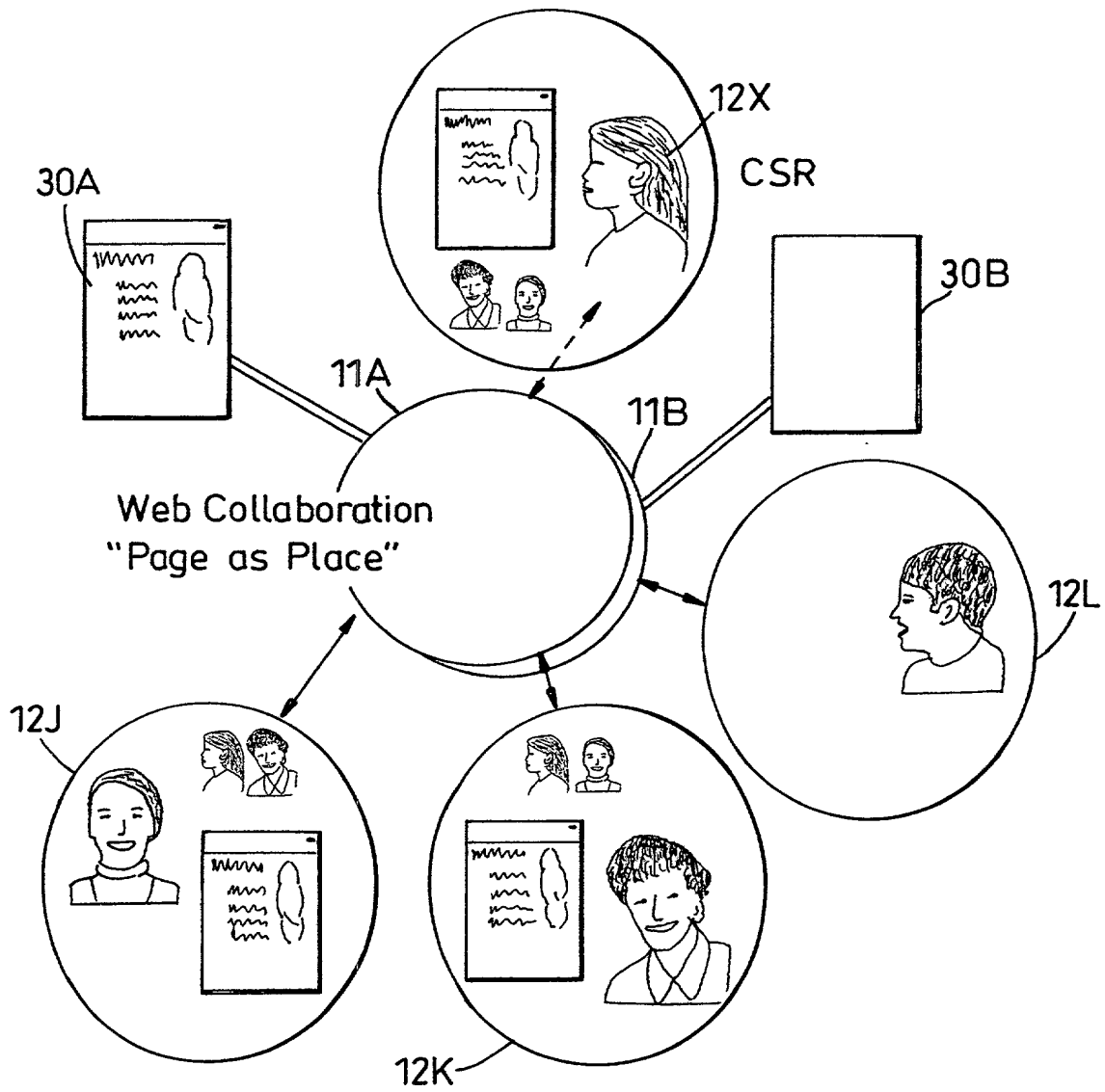


Fig. 5

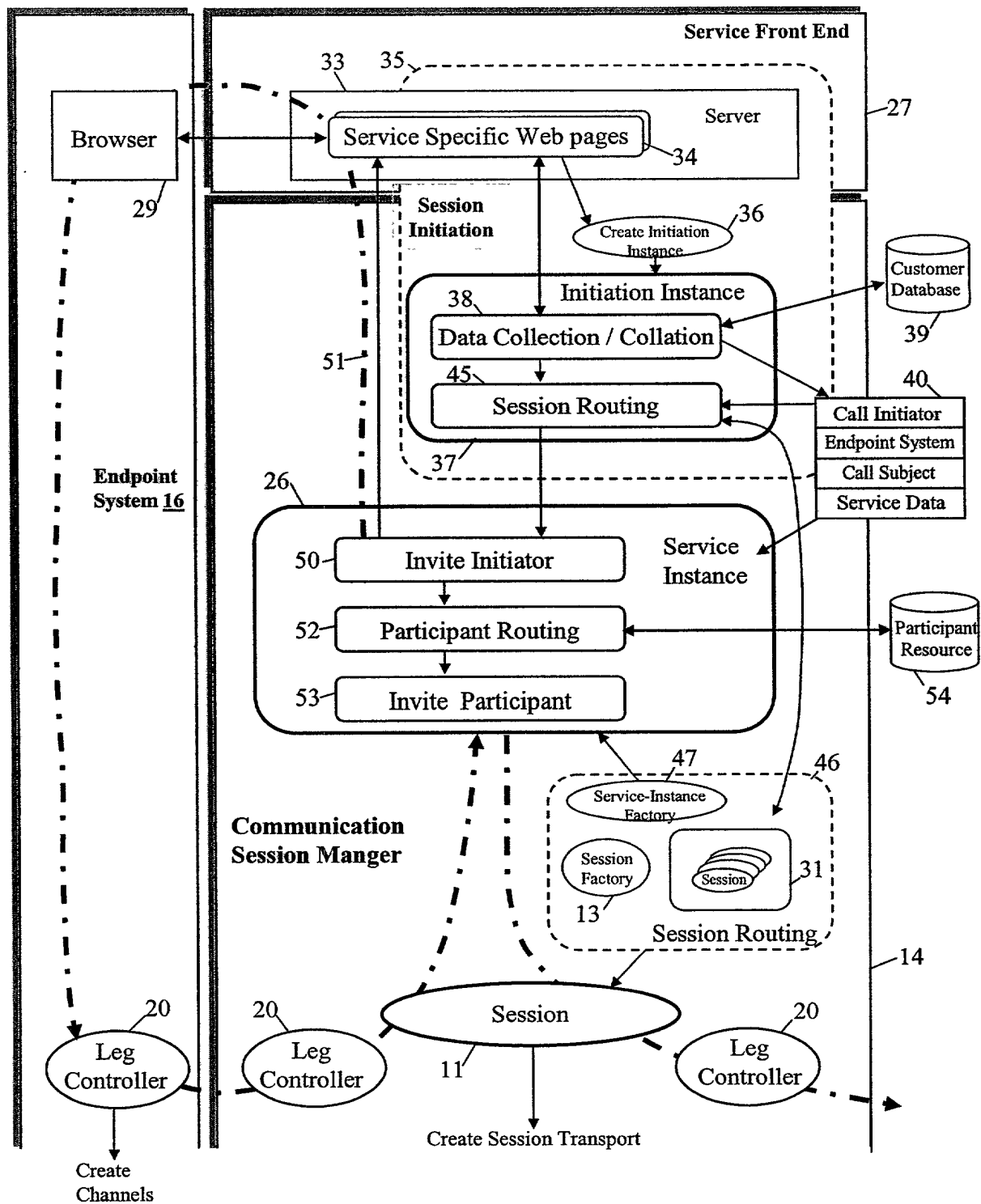


Figure 6

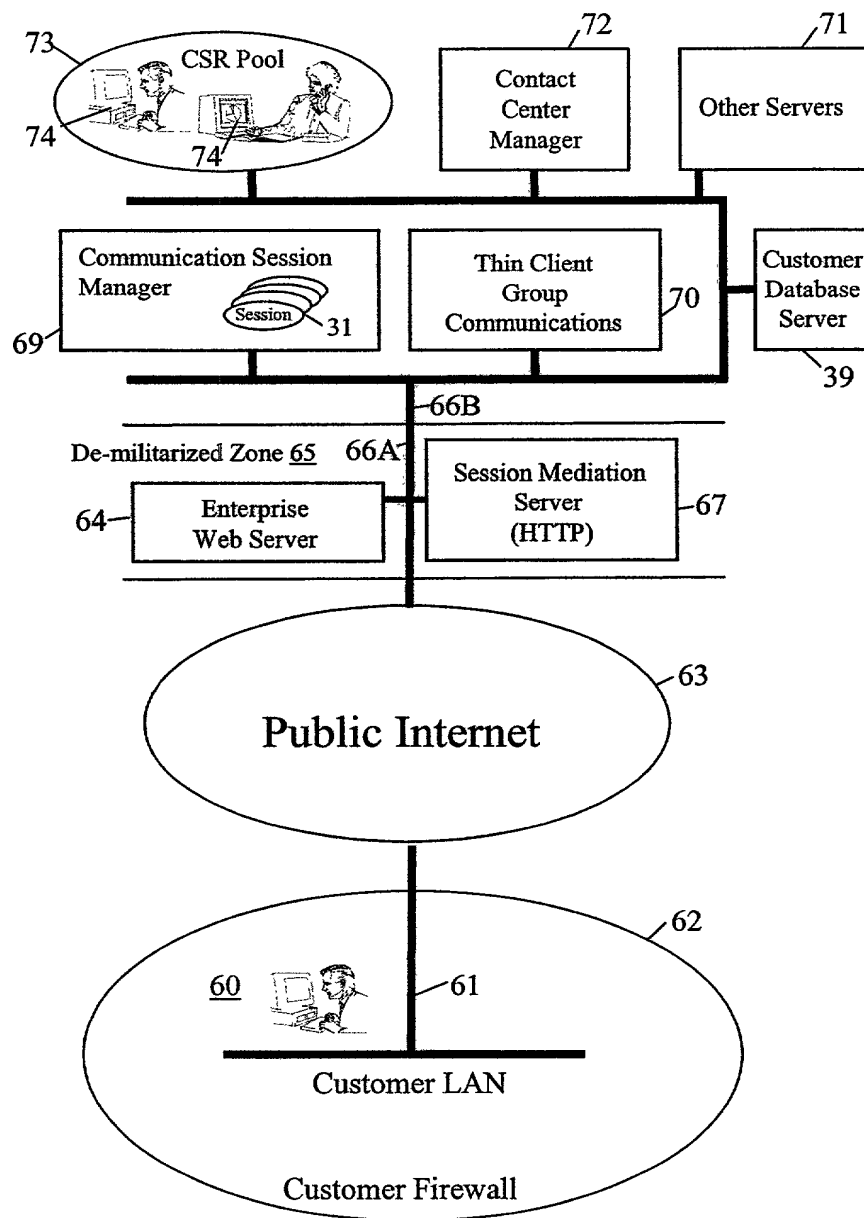


Figure 7

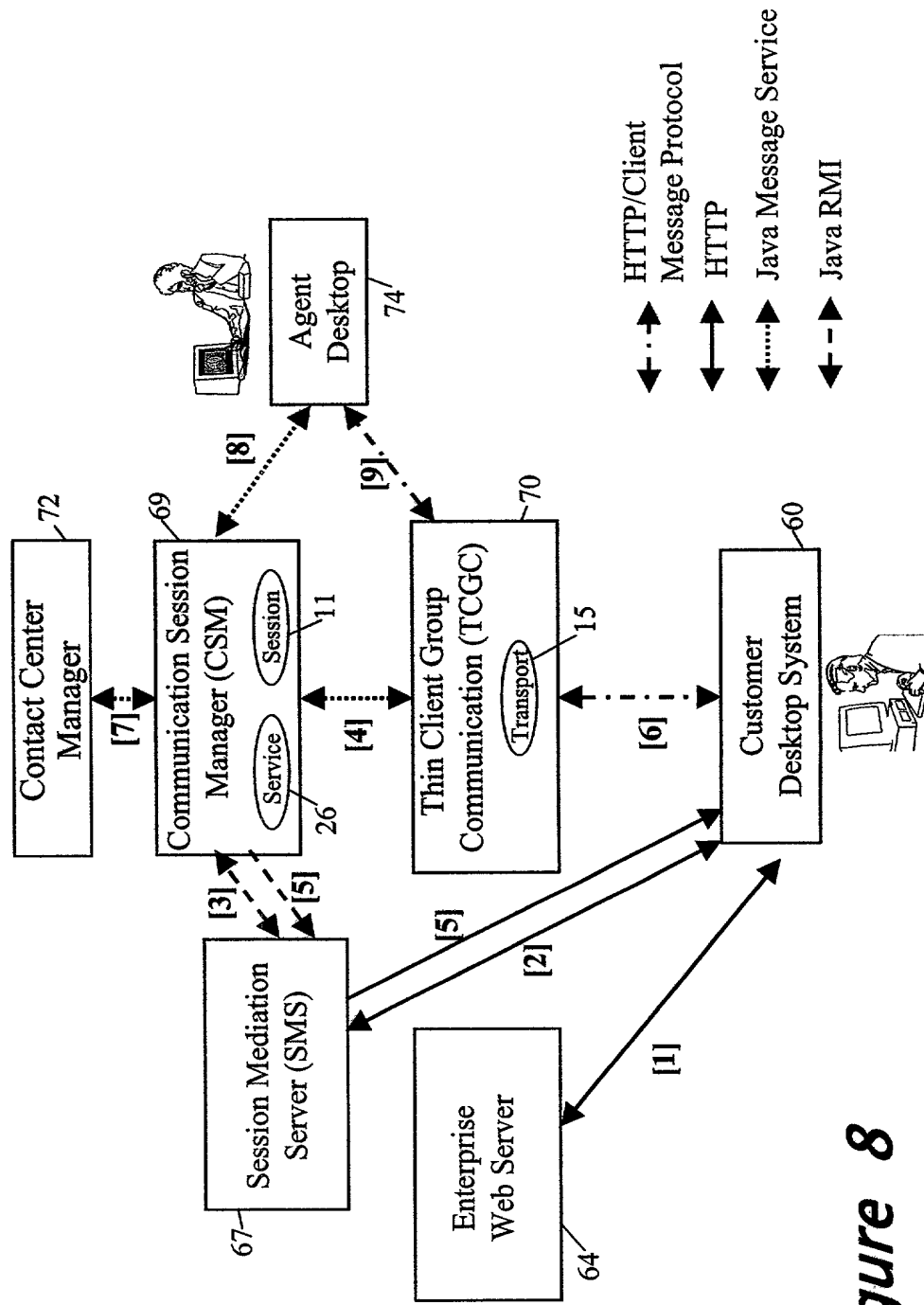


Figure 8

80

ICC Call Control				Agent Page Push - Microsoft Internet Explorer			
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
45	-1	Hoovers	cust 479550911	Fred Bloggs		Answered	82
General Phrases - Hoovers				File Edit View Go Favorites Help			
<p>Welcome Agent Joe You are now on-line</p> <p>++Fred is here++</p> <p>Agent Joe says: Hi, how can I help you?</p> <p>Fred says: Tell me about HP</p>				<p>Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail</p> <p>Address</p>			
<p>Input text below and press RETURN</p> <p>ICC Page Push - English</p> <p>Common Bookmarks Hoovers</p> <p>Type URL below and press PUSH</p> <p>http://www.hp.com/</p> <p>Push Restart browser</p>				<p>SEARCH ASSISTANCE</p> <p>Company Information</p> <p>Year 2000 Program</p> <p>United States</p> <p>▼ Highlights</p> <p>► Select Another Country</p> <p>United States Go</p> <p>Solutions for:</p> <p>OnlineStores</p> <p>Drivers</p> <p>Go Home & Home Office</p> <p>Small Business Developers</p> <p>Privacy Statement Use of this site indicates you accept the terms of use</p> <p>87</p>			
<p>ICC Chat - English</p>				<p>Local Intranet zone [Mixed]</p>			

83

Fig. 9

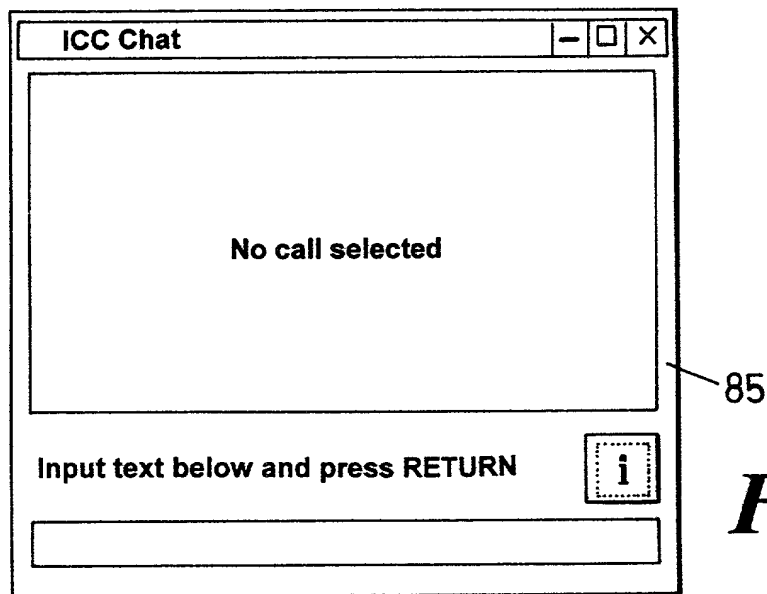


Fig. 10

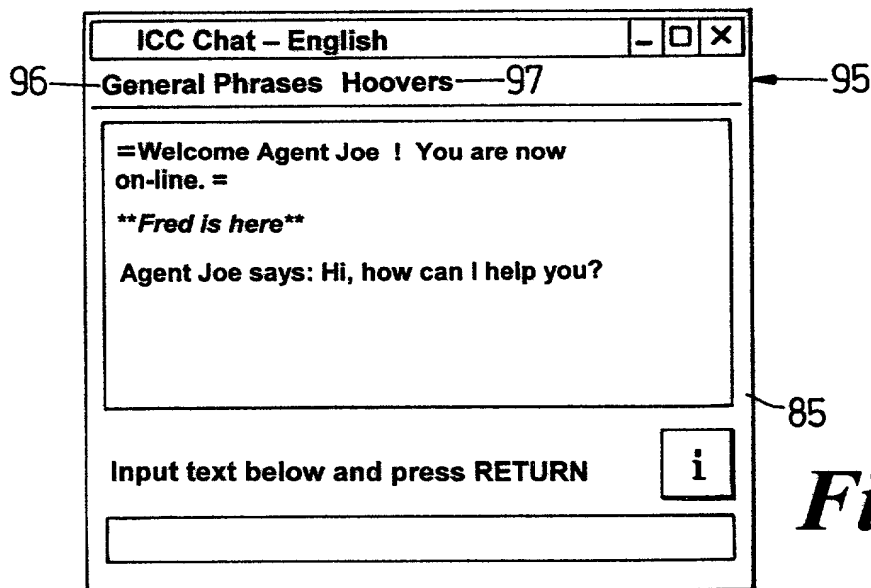


Fig. 11

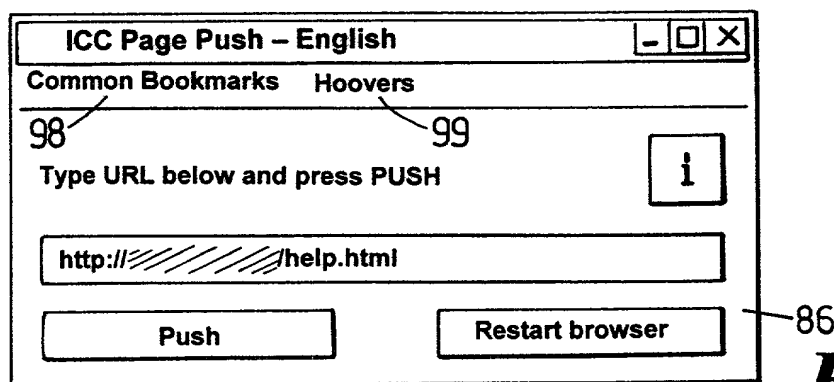


Fig. 12

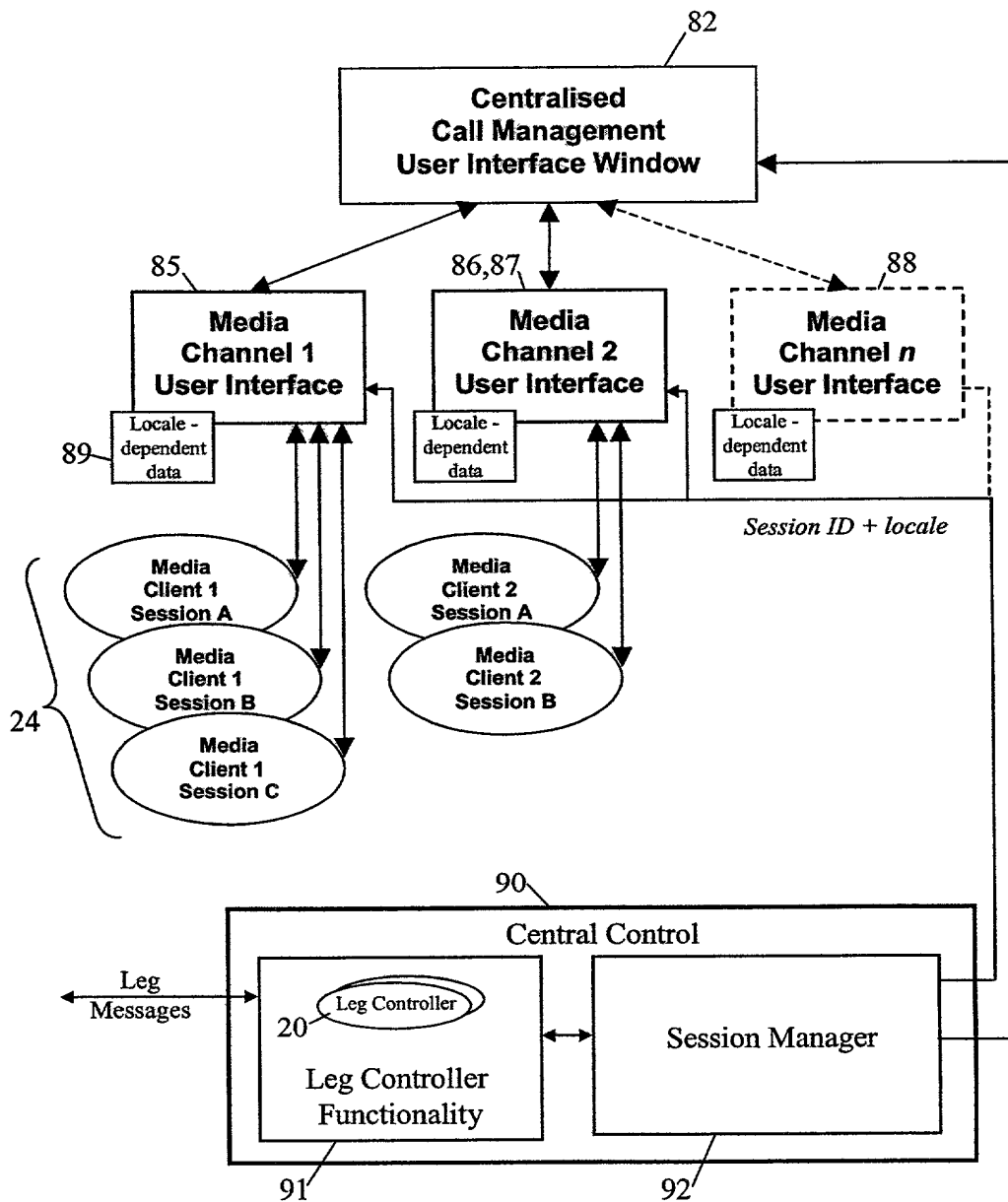


Figure 13

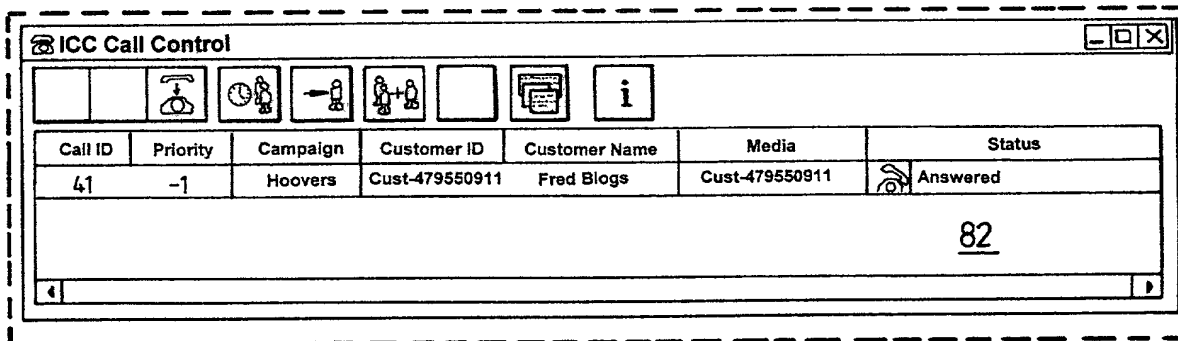


Fig. 15

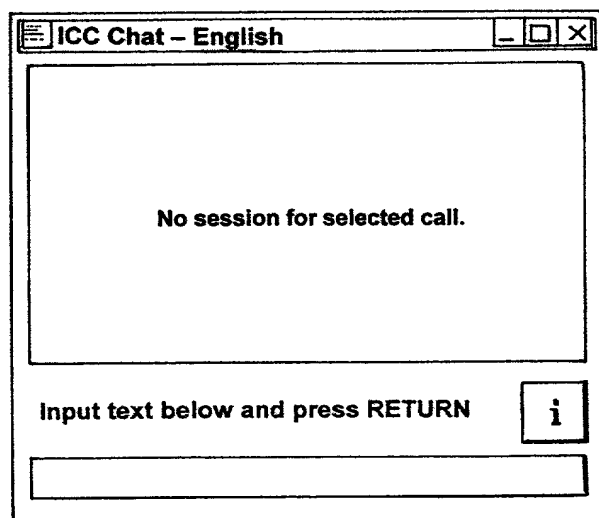


Fig. 16

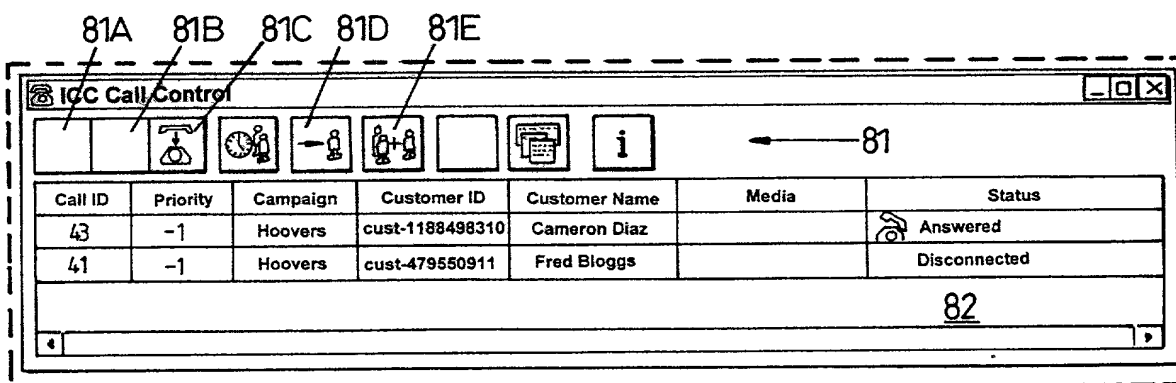


Fig. 17

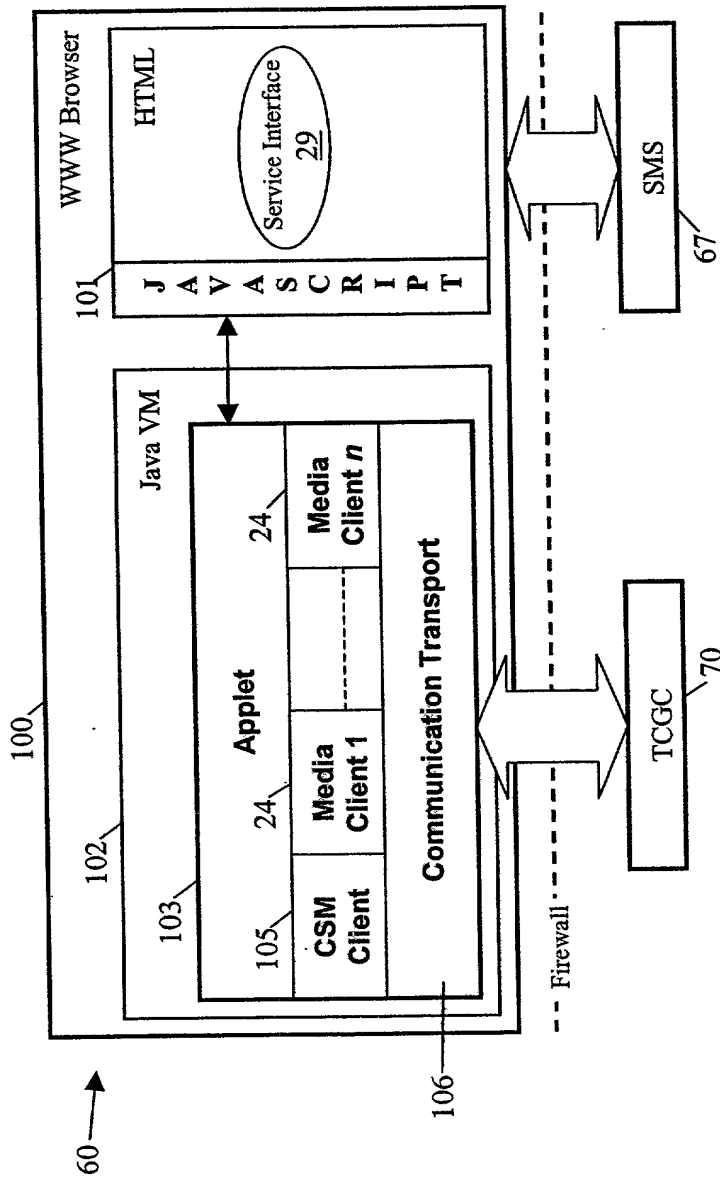


Figure 18

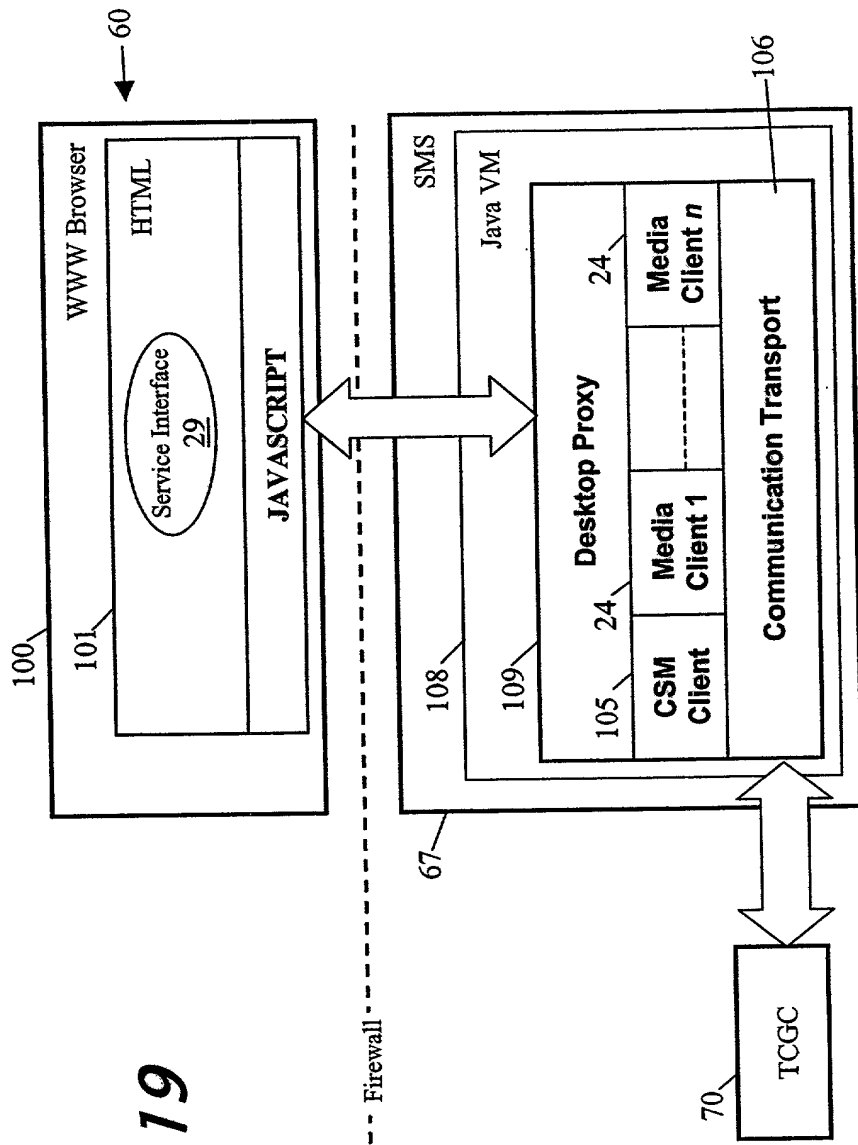


Figure 19

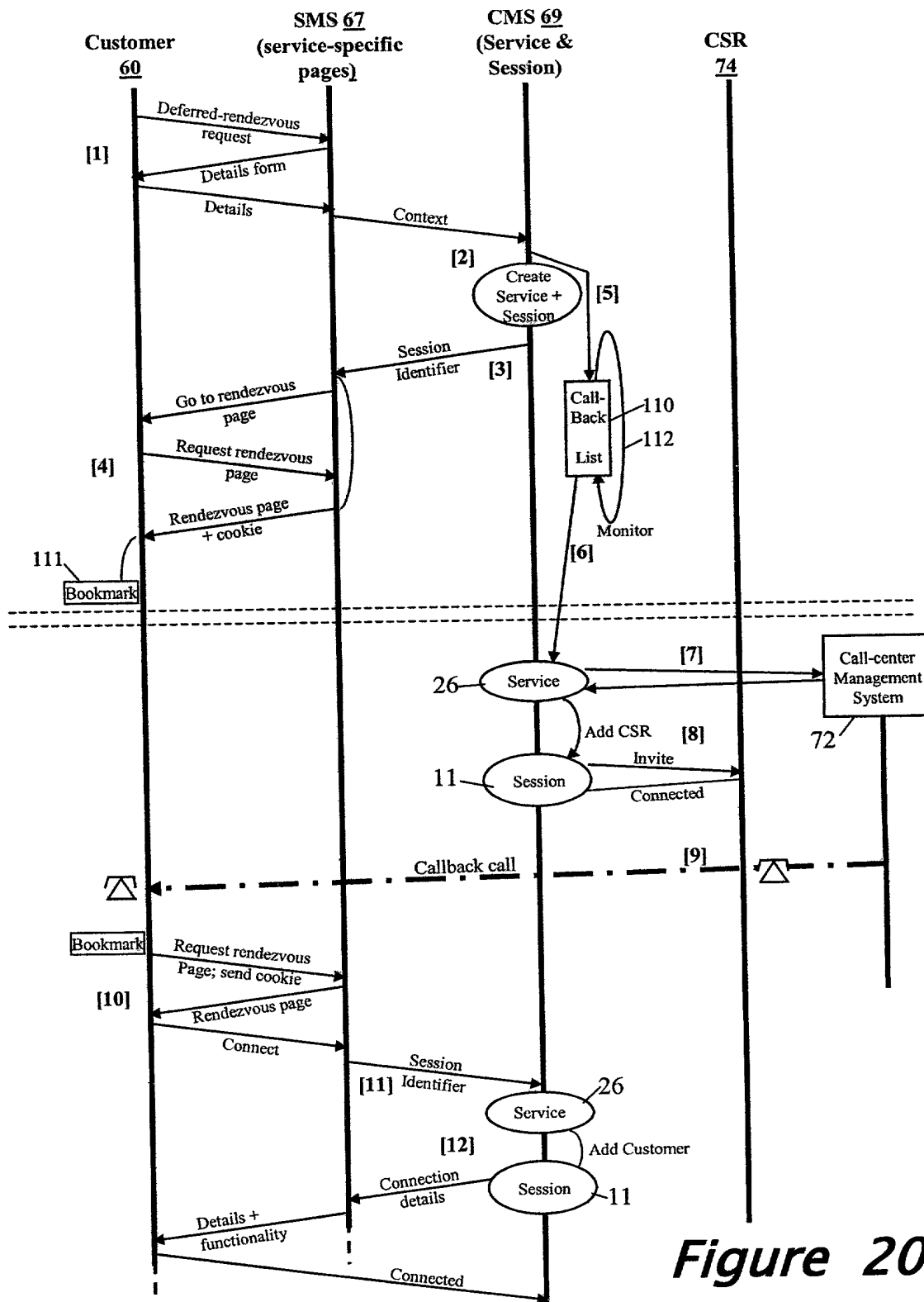


Figure 20

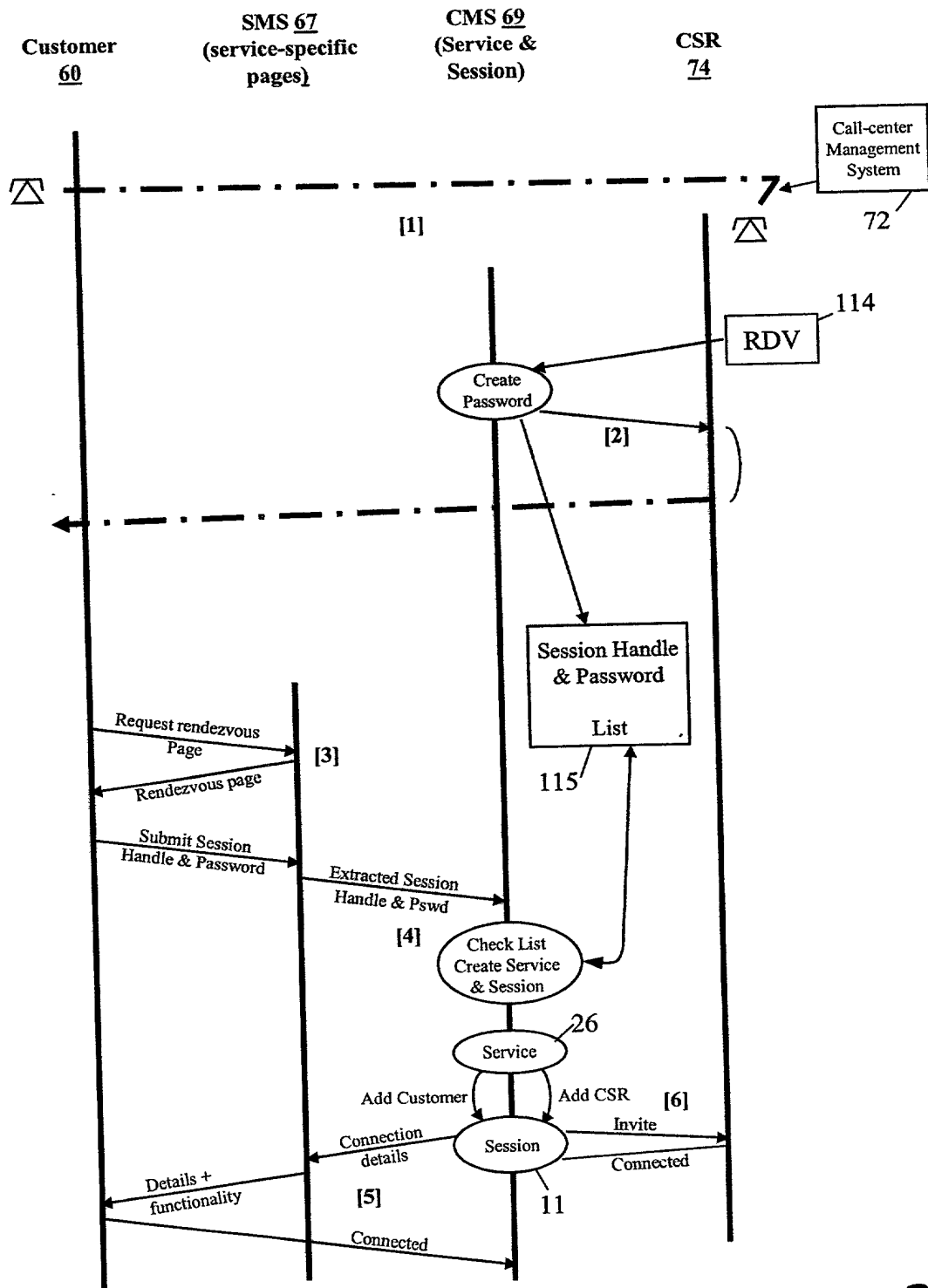
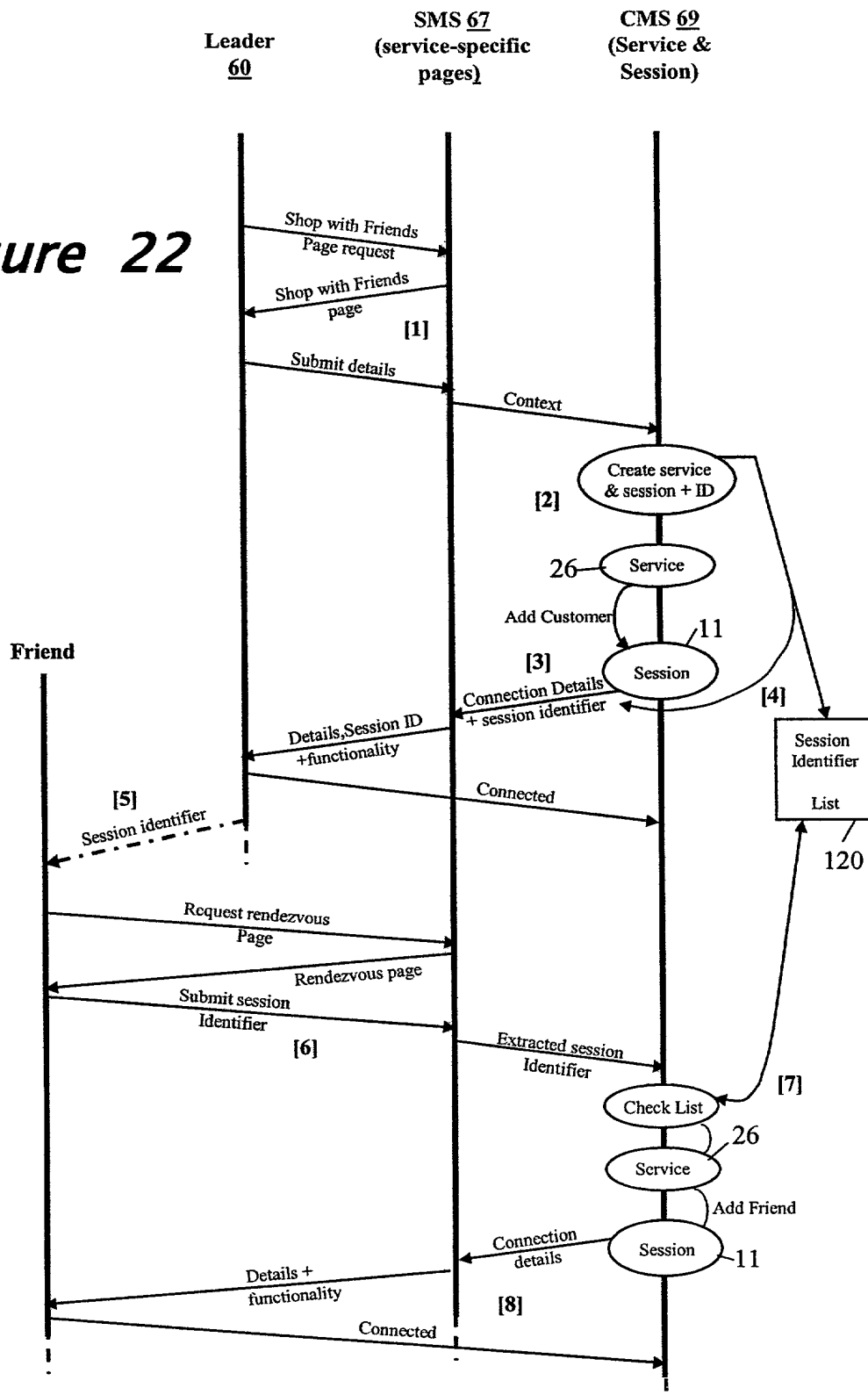


Figure 21

Figure 22



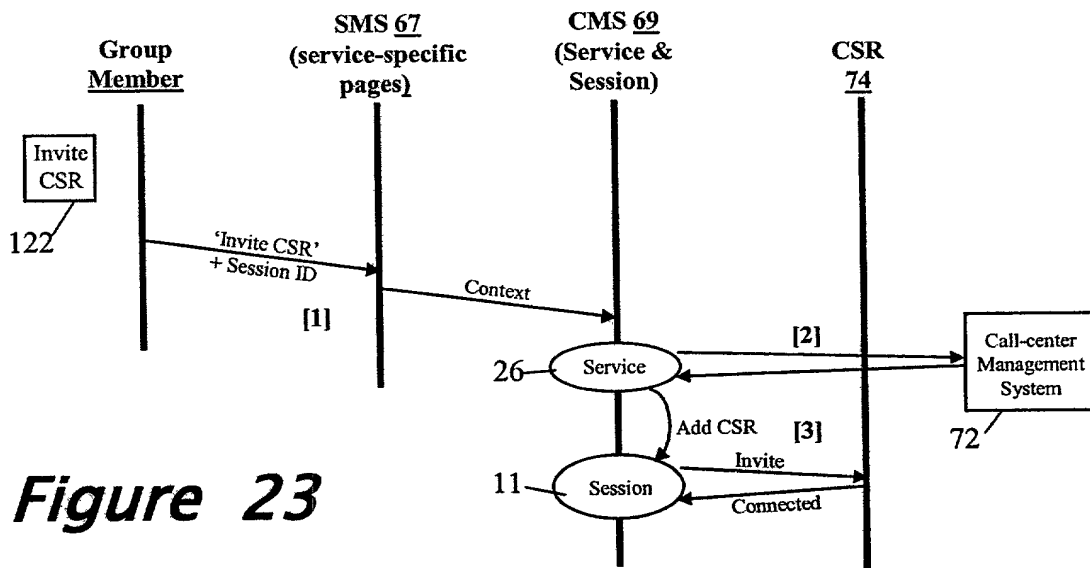


Figure 23

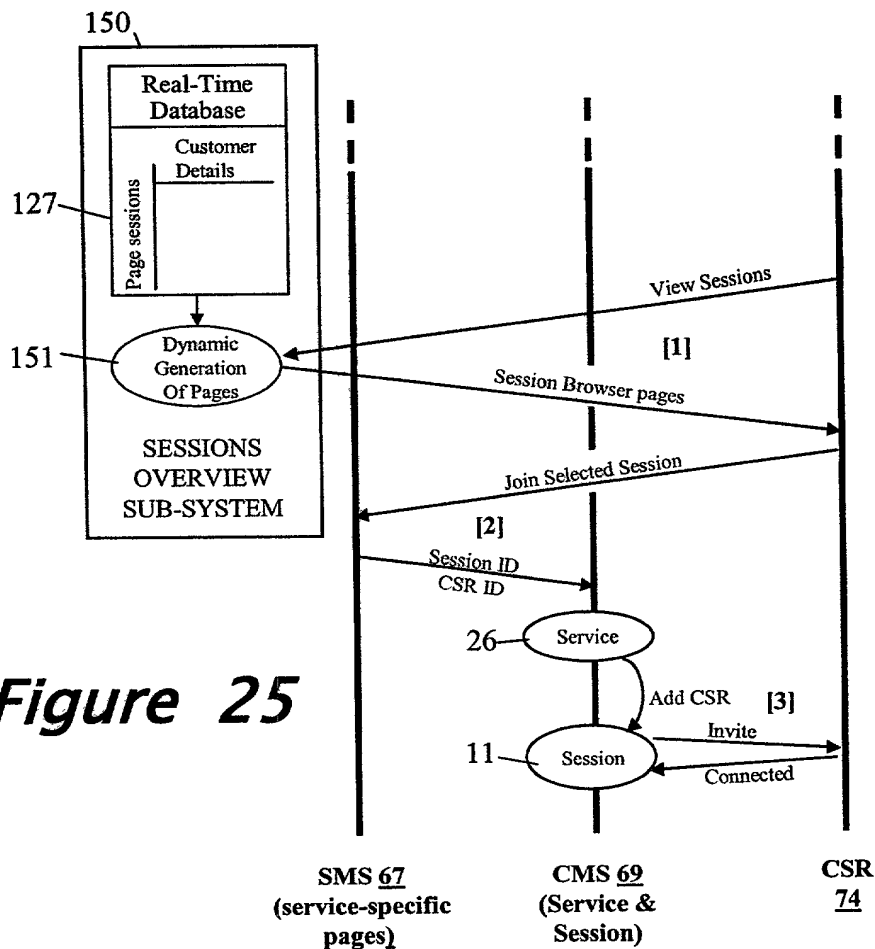


Figure 25

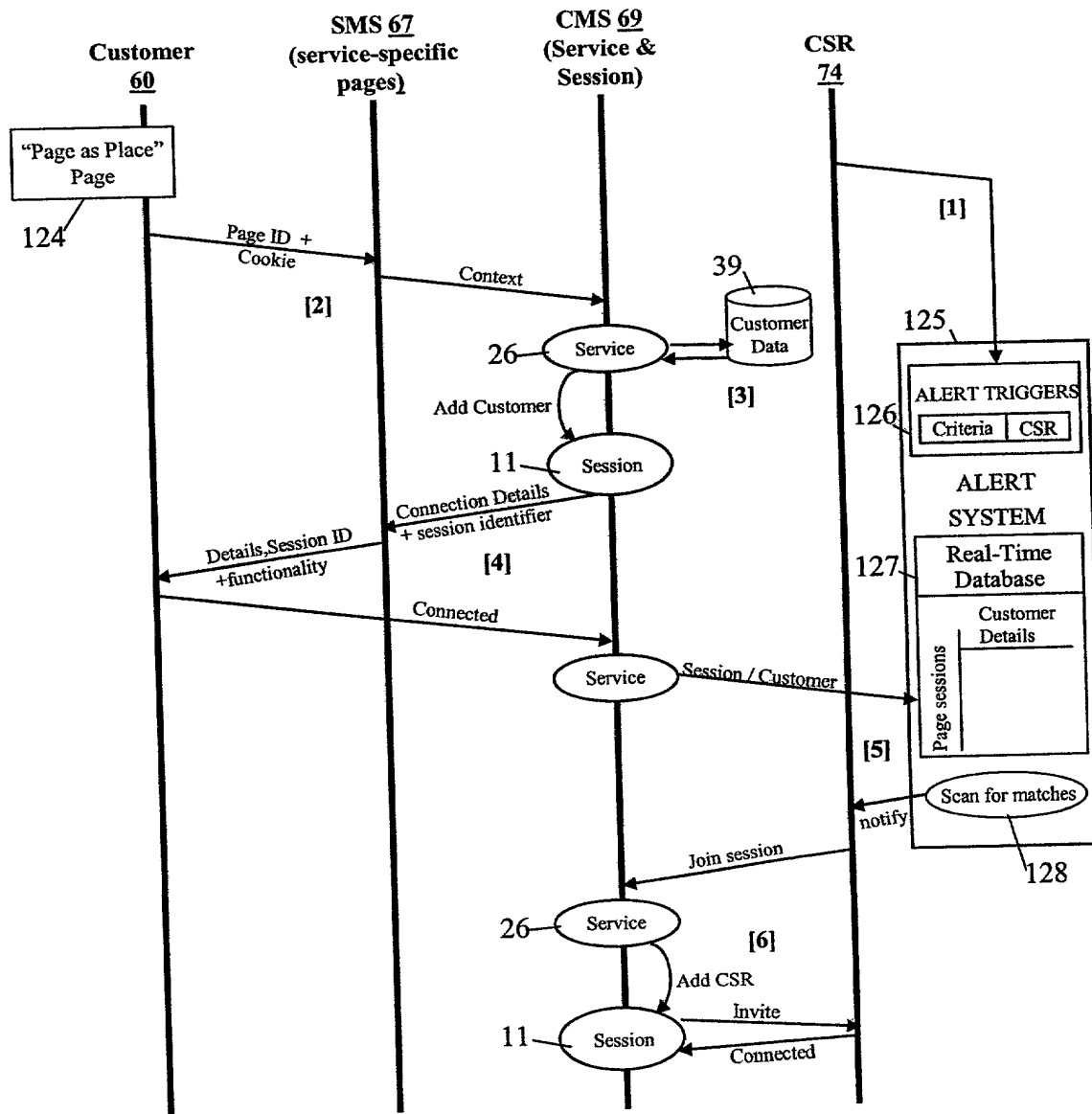


Figure 24

FIG. 26

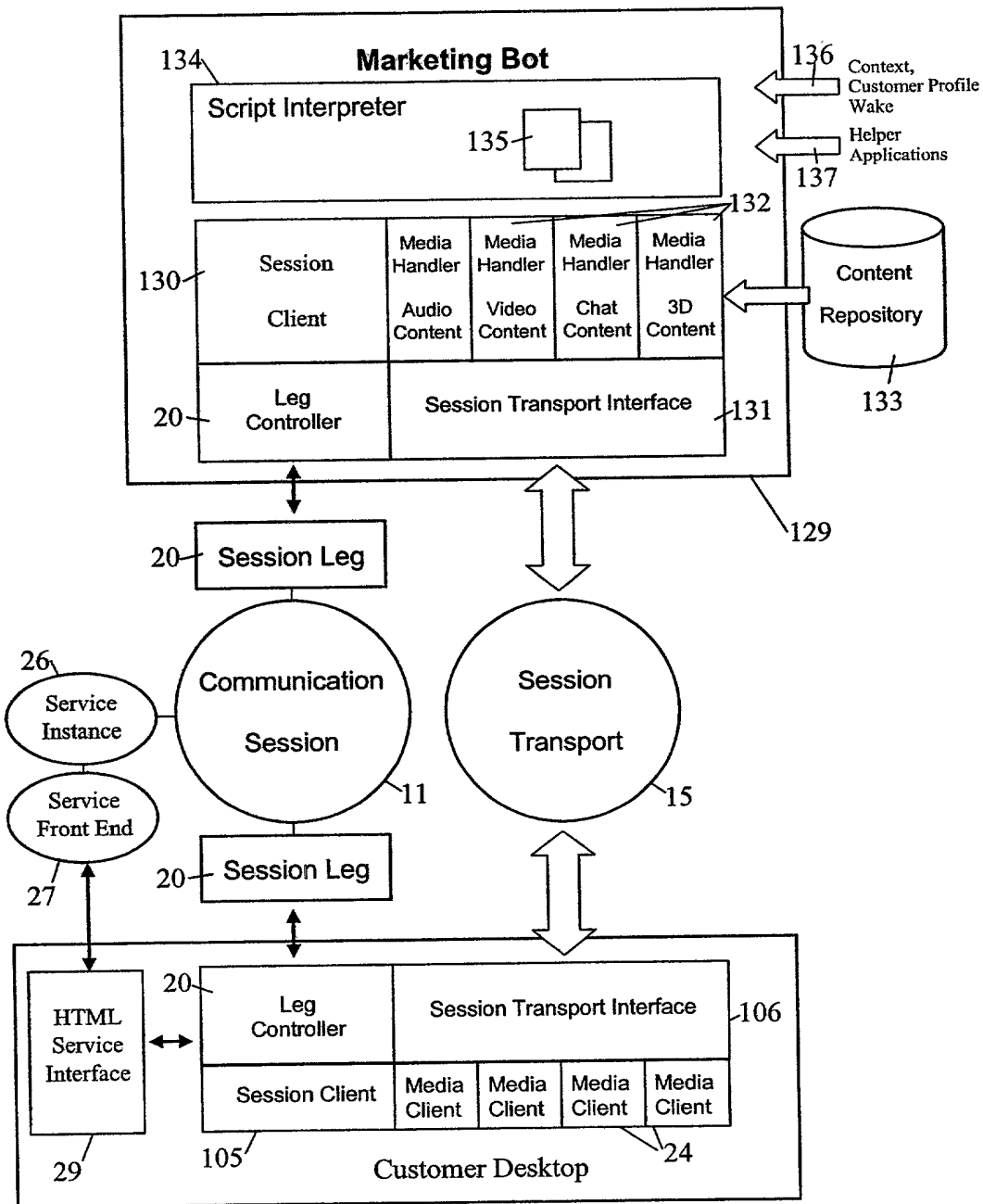


Figure 26

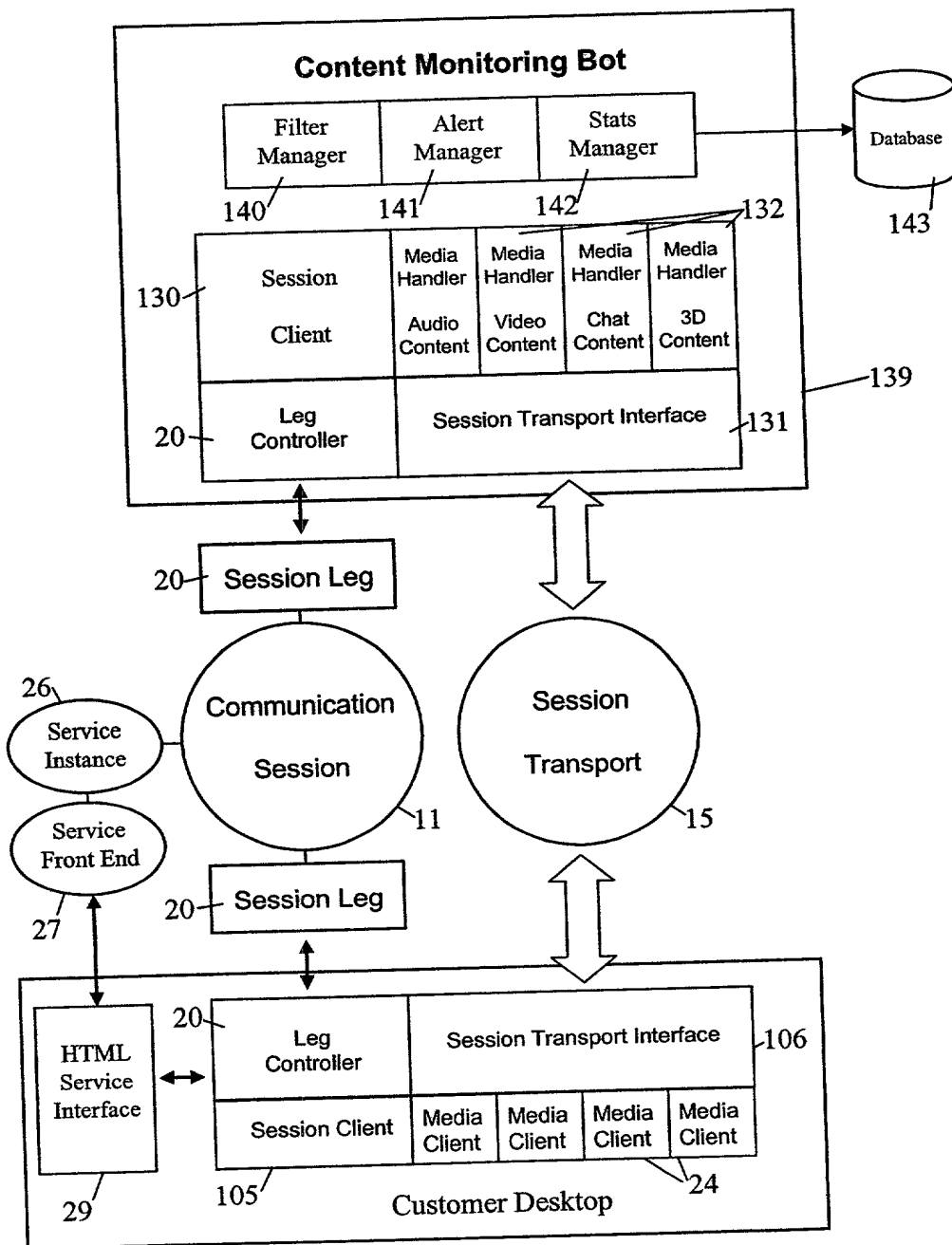


Figure 27